



**Robert E. Bush**  
Naval Hospital

## Did you know?...

**Y**ou have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- \* Through the ICE web-site.
- \* Through the Naval Hospital Customer Comment Cards.

\* The Hospital's Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the hospital's clinics.

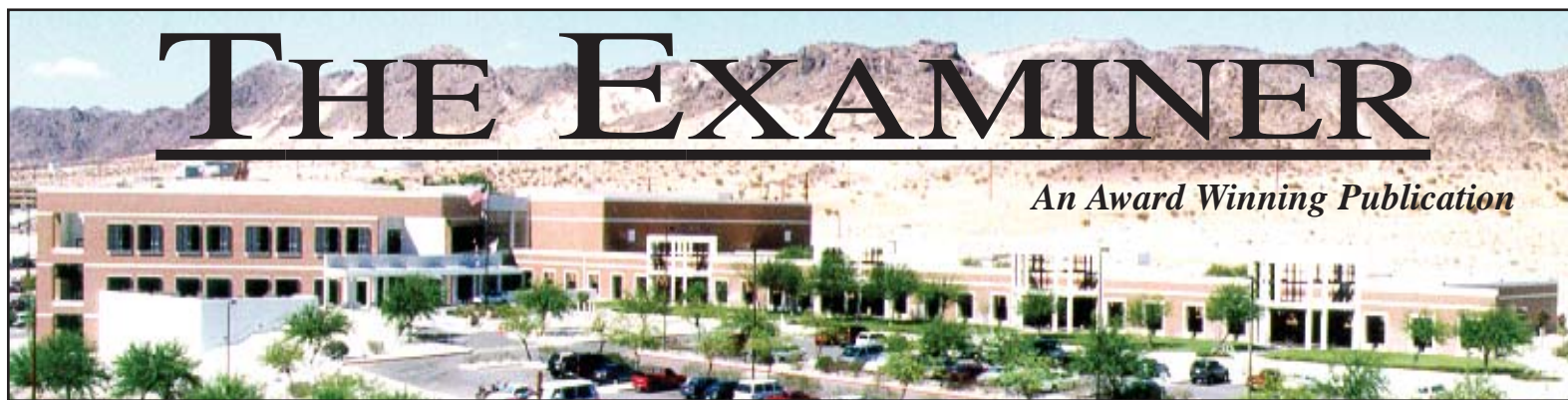
Or Directly to the Joint Commission via:

E-mail at  
complaint@jointcomission.org

Fax:  
Office of Quality Monitoring  
630-792-5636

Mail:  
Office of Quality Monitoring  
The Joint Commission  
Oak Renaissance Boulevard  
Oakbrook Terrace, IL 60181

Commanding Officer  
Naval Hospital Public Affairs Office  
Box 788250 MAGTFC  
Twentynine Palms, CA 92278-8250



<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

## Hospital/MCAGCC Celebrates 236th Navy Birthday



*Mr. Bush presents the Medal of Honor flag to Captain Ann Bobeck, Commanding Officer, Naval Hospital Twentynine Palms for display on the Quarterdeck of the Robert E. Bush Naval Hospital. Congress authorized the creation and presentation of the Medal of Honor Flag to all living Medal of Honor recipients as of the date the law was enacted. This flag pay tribute to those who are awarded the United States military's highest honor. The flag will be displayed in the special case that houses the bust of Robert E. Bush and a replica Medal of Honor that was awarded to Bush.*

## Potential Virus Carrying Mosquito Recently Found on Combat Center

*By Dan Barber, Public Affairs Officer  
Robert E. Bush Naval Hospital*

**J**ust because this is the Mojave Desert with little apparent water about, doesn't mean that there are no mosquitoes flying around.

In the past years there have been cases of West Nile virus reported in the lower desert of the Coachella Valley. Just recently a mosquito was found on the Combat Center. "This type of mosquito is known to carry the West Nile virus," said Lieutenant Shelley Griffith, Public Health Officer at the Robert E. Bush Naval Hospital.

According to the Center for Disease Control (CDC), "People over the age of 50 and people who have ever received a solid organ transplant are more likely to develop serious symptoms of West Nile virus." However, the CDC points out that a small number of people



*Robert M. 'Mick' Bush, oldest son of Robert E. Bush, the namesake of the Robert E. Bush Naval Hospital was the guest speaker for the 236th Navy Birthday celebration at the Cabazon Hotel Casino. He spoke about how his father and sister lived in the basement of the hospital where his mother worked because they were so poor. He spoke about when his father came home from World War II and returned to high school, and about the day after his father turned 18-years-old, President Harry S. Truman presented him with the Medal of Honor in a ceremony on the White House lawn, as most of the senior military leaders of the war looked on.*

**Patients seen in September -- 11,793**

**Appointment No Shows in September -- 893**

September shows a percentage of 7 percent of patients still not showing up for appointments. We have to keep the appointments we make, or cancel in enough time for someone else to use the slot... This percentage has climbed a half point since the last report.

**To make an appointment call -- 760-830-2752**  
**To cancel an appointment call -- 760-830-2369**

*Continued on page 7*



# A child is killed once every two weeks from TV and furniture tip-over accidents

By Martha Hunt, MA CAMF  
Robert E. Bush Naval Hospital

According to U.S. Consumer Product Safety Commission (CPSC), one child is killed every two weeks in the U.S. when a piece of household furniture falls over on them. The CPSC reports that, for example, in March of this year, an 11 month old died while

watching TV with his dad and his 2-year-old sibling. The baby's brother accidentally had bumped into the TV stand causing the TV to fall onto the baby's head and abdomen. Unfortunately, this is not a rare incident. According to the CPSC, furniture and TV tip-over incidents are one of the top hidden hazards in the home. Parents and caregivers are urged to inspect and anchor furniture and TVs securely in order to

protect young children from a preventable tragedy. Between 2000 and 2010, CPSC staff received reports of 245 tip-over-related deaths involving children 8 years old and younger. More than 90 per-

accidents. The most common accidents involve toddlers who have climbed onto, fallen against or pulled themselves up on furniture. Two thirds of children's fatalities involved falling televi-

- \* If possible, anchor the TV on top of the furniture with the TV as far back on the furniture as possible.
- \* Keep remote controls, toys, and other items that might attract children off TV stands or furniture.
- \* Keep TV and/or cable cords out of reach of children.
- \* Make sure freestanding appliances such as kitchen ranges and stoves are installed with anti-tip brackets.

Always supervise children whether these safety tips have been followed or not. Tragedy can strike in the blink of an eye when children are left unsupervised. For more information, consumers can obtain product safety information at [www.cpsc.gov](http://www.cpsc.gov). To join a free e-mail subscription list containing safety information and updates, please go to <https://www.cpsc.gov/cpsclist.aspx>.

## Stress and You: A Recipe for Success

By Brian P. Smith  
TriWest Healthcare Alliance

Books of recipes fill row upon row in book stores and libraries across the country. No matter what you might be cooking, there is no shortage of ingredients to try and instructions to follow. Just like each chef works hard to build a recipe for the best sauce, cake or steak, each family can work at developing a unique recipe for dealing with all kinds of stress.

### Deployments = Missing Ingredients

You gather your ingredients and start following the steps. What happens when a loved one, a key ingredient of your family, isn't there? From the deployment to the welcome home...and every step along the way...the military family has no shortage of challenges and stresses. Like a souffle, your family's emotional balance is delicate. Everyday stress and change can be very powerful forces, affecting family members and straining relationships.

### Don't Let it Simmer -- Get Help

Feeling overwhelmed? There is an entire behavioral health resource library filled with coping techniques and self-assessments. At [TriWest.com/BH](http://TriWest.com/BH), these resources are available to you online, whenever you need. From parenting issues to relationships to anxiety and depression, you can learn more about what can cause these feelings and what you can do in these situations.

What if one-to-one help was available online, 24 hours a day? What if it were available to service members and their families at no cost?

You can at [TriWest.com/OnlineCare](http://TriWest.com/OnlineCare). When eligible, the TRICARE Assistance Program (TRIAP) is an online video-conference option for help with problems associated with day-to-day living. TRIAP video counseling is:

- \* private
- \* non-reportable
- \* available in the U.S.

If you find yourself in a crisis situation and need to speak with someone immediately, you can call the Behavioral Health Crisis Line at 1-866-284-3743.

Deployments, lengthy separations and the stresses of everyday life can affect how you feel. Use your resources; with the right ingredients of family communication alongside medical and emotional care under your TRICARE coverage, you can help serve up a well-balanced family.

## ...The most common accidents involve toddlers who have climbed onto, fallen against or pulled themselves up on furniture...

cent of the incidents involved children 5 years old and younger. In more than half of the 245 fatalities, the child was crushed by the weight of the television, furniture, or appliance. The majority of these children suffered fatal injuries to the head. In addition, more than 22,000 children 8 years old and younger are treated in hospital emergency rooms every year for injuries related to these types of

- sions and one third involve furniture falling, especially dressers and appliances. These tragedies can be prevented by taking low-cost steps such as anchoring TVs and dressers. To prevent tragedies follow these safety tips in any home where children live or visit:
- \* Anchor furniture to the wall or the floor.
  - \* Place TVs on sturdy, low bases.

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The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

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# TriWest Brings TRICARE Tools to Your Smartphone

By Brian P. Smith  
TriWest Healthcare Alliance

Your smartphone can now be used for more than texting friends or flinging birds. With TriWest's mobile account tools, you can get closer to your health care.

**TriWest Mobile App**  
Get answers to your general TRICARE questions whether

you're relaxing at home, standing in line or waiting at the doctor's office. Download the TriWest mobile app (TriWest.com/GoMobile) for iPhone, iPad or Android. You will have easy access to information such as:

- \* Preventive care schedules
- \* Deployment-related health-care checklists
- \* Urgent and emergency care guidelines
- \* Steps to take after a life-

changing event

**TriWest Mobile Website**  
Need to take care of healthcare business when you're away from your computer? Formatted to fit your phone, TriWest's mobile site (m.TriWest.com) lets you log into your secure TriWest.com account to view your:

- \* Specialty care referrals and authorizations
- \* Claims

\* Fees or premiums due (and make a one-time payment when eligible)

**Text QuickAlerts**  
Prefer text rather than email? TriWest now has text QuickAlert notifications. When you choose to receive QuickAlerts via text, you are notified as soon as your referral, authorization or claim is processed or if a fee is due. You choose which types of notifications you want to see.

When your text arrives, if you have an Internet connection, the link takes you directly to log in and see your account. No need to wait until you can get to your computer; when you get the text that your specialty care was authorized, view the referral information, contact your provider and make your appointment.

**Next Steps**

- \* You need a current TriWest.com account to select text QuickAlerts and to log into the mobile site. The same login information is used for both the full site and the mobile site.
- \* You must be logged into the full site (TriWest.com) to change your communication preferences and select text QuickAlerts.
- \* Text QuickAlerts are only available on participating carriers. Standard text messaging rates will apply, based on your cell phone service. View more information at TriWest.com/GoMobile.

## People Can Lower Risk of Contracting Diabetes

By Martha Hunt, MA CAMF  
Robert E. Bush Naval Hospital

According to the National Institutes of Health (NIH) People can lower their risk of contracting diabetes by doing four things. Researchers at NIH identified the following behaviors as related to diabetes risk:

- \* Healthy diet,
- \* Having a healthy weight,
- \* Being physically active,
- \* Limiting drinking, and not using tobacco.

Each healthy lifestyle factor was associated with about a 30 percent lower risk of developing diabetes. All healthy lifestyle factors combined were associated with about an 80 percent lower risk. Being overweight or obese carries the worst risk, but could be somewhat offset by sticking with the other healthy activities.

Diabetes takes, on average, eight years off your life due to the harmful effects from out of control blood sugar on your body. High levels of blood sugar, can damage many parts of the body, such as the heart, blood vessels, eyes, and kidneys.

Heart and blood vessel damage can lead to heart attacks and strokes which are the leading causes of death in diabetics. Adults with diabetes have heart disease death rates about 2 to 4 times higher than adults without diabetes. The risk for stroke is 2 to 4 times higher among people with diabetes. Also, if you drink alcohol or use tobacco, then the health risks can be magnified even more.

For more information on preventing diabetes, talk to your primary care provider. The Gyms on base offer certified fitness trainers to help you become more active and stay safe while exercising.

For help with your diet plan, your provider can place a consult to the registered dietician. Contact Health Promotions at (760) 830-2814 for help quitting tobacco or for help with stress management.

Military One Source offers help with many other issues in your life such as financial help, counseling services, or crisis help - [www.militaryonesource.com](http://www.militaryonesource.com).

### Whooping Cough Vaccine Available

The incidence of Whooping Cough or Pertussis is on the rise in California. One key preventive measure is to be immunized with the Tdap vaccine.

This is a one-time booster for individuals over the age of 7 years.

The Naval Hospital has vaccine available in the Immunization Clinic for children and adults on a walk-in basis Monday through Friday from 9 to 11:30 a.m. and 1 to 4 p.m.

### Life's Lesson...

The only reason people get lost in thought is because it's unfamiliar territory.

You know where you want to go.

**Sailor Career Toolbox**

The tools you need to get there.

<http://www.npc.navy.mil/CareerInfo/CareerToolbox/>





# Super Stars...



*HM3 Richard Bailey, Adult Medical Care Clinic takes the oath at his recent reenlistment ceremony.*



*HM3 Brandon Debise, Maternal Infant Nursing Dept. is promoted to his current rank.*



*HM2 Dennis Bersamina, Radiology, receives his second Good Conduct Award.*



*HM1 Joaquin Barredo, DMS Directorate, receives an Outstanding Volunteer Service Medal.*



*HN Nathan Dufoe, Emergency Medicine Dept. receives a Navy and Marine Corps Achievement Medal.*



*HM2 Sheena Hays, Surgical Services, receives a Navy and Marine Corps Commendation Medal.*



*Lt. Cmdr. Heather Hinshelwood a physician in the Emergency Medicine Dept. receives a Gold Star in lieu of her third Navy and Marine Corps Achievement Medal.*



*HN Jay Xiong, Multi-Service Ward receives a Letter of Appreciation*



*HM3 Andrew Taraski, Main Operating Room, receives his first Good Conduct Award.*



*Cmdr. Raul Carrillo, acting Director of Medical Services, takes the oath at his recent promotion ceremony.*



*HMC Victor Isarraraz, Medical Services Directorate, receives his sixth Good Conduct Award.*



*Rebecca Kyle, Laboratory, receives a Letter of Commendation.*





*HN Niko Little, General Duty Corpsman in Pediatrics, receives his first Good Conduct Award.*



*HM2 Arnel Mangosing, Laboratory, receives his third Good Conduct Award.*



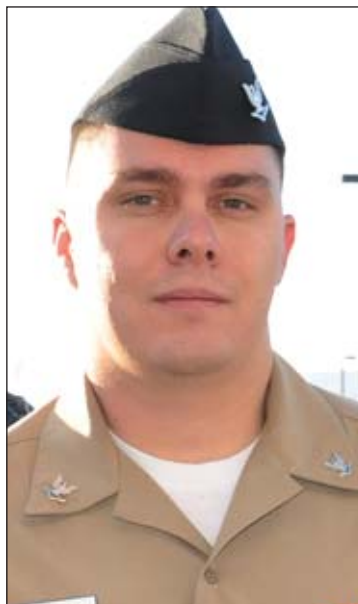
*HMC Tamara Marks, Adult Medical Care Clinic, receives her sixth Good Conduct Award.*



*CS3 Charlene Moorhead, Combined Food Operations, receives her second Good Conduct Award.*



*HN David Phillips, Staff Corpsman Multi-Service Ward, receives a Letter of Commendation.*



*HM3 Arthur Richardson, General Duty Corpsman in Pediatrics, is promoted to his current rank.*



*HM3 Noah Sloan, Master at Arms and Shift Leader in the Emergency Medicine Department, receives a Navy and Marine Corps Achievement Medal.*



*Lt. Jeffrey Sorensen, physician in the Family Medicine Dept., receives a Navy and Marine Corps Commendation Medal.*



*HM2 Jenna Tadlock, Patient Administration Dept. receives her third Good Conduct Medal.*



*HM2 Nicole Gacayan, Public Health Dept. takes the oath at her recent reenlistment ceremony.*



*HM3 Christopher Turner, Main Operating Room, receives his second Good Conduct Award.*



*HN Kevin Brackens, Emergency Medicine Dept., receives the Navy and Marine Corps Achievement Medal.*



# Retiree Prime Enrollees to Pay More in Annual Fees

WASHINGTON, Sept. 30, 2011 - Military retirees enrolling in the TRICARE Prime health plan began paying slightly higher annual fees on October 1, Pentagon officials announced recently.

The fee change for fiscal 2012 means the plan will cost \$260 per year for members and \$520 per year for members and family.

The increase amounts to an additional \$2.50 per month for individual members and \$5 per month for members and family, officials said. Active duty service members receive health care with no out-of-pocket costs.

Retirees in Tricare PRIME have a catastrophic cap of \$3,000, and TRICARE Prime co-pays are not changing, they added.

“We are committed to offering the best possible health care system for our entire military family,” said Dr. Jonathan Woodson, assistant secretary of defense for health affairs. “This modest

*...“The department is committed to maintaining the same unique health care protection we have always offered our warriors, both current and retired”...*

annual fee increase allows us to responsibly manage our costs in line with other secretary of defense initiatives announced earlier this year.”

Survivors of active duty deceased sponsors and medical-

ly retired services members and their dependents will be exempt from an annual increase, effective from the time they renew their enrollment or first enroll in TRICARE Prime, officials said, noting that the TRICARE bene-

fit is among the nation’s most affordable health care plans. All service members, military retirees and their eligible family members have TRICARE benefits regardless of prior health conditions.

“The department is committed to maintaining the same unique health care protection we have always offered our warriors, both current and retired,” Woodson said. “To sustain our military health system we are working hard to streamline, become more efficient, and achieve cost savings. Together, we can manage our costs responsibly and continue to provide care for our service members, retirees and their families.”

## Achievement...



*The Naval Hospital employs highly qualified staff in the General Surgery Department. Surgeons can’t do their jobs without the assistance of other qualified staff which includes surgical technicians. Three of those technicians assigned to the department just passed a rigorous exam to become Certified Surgical Technologists. The credentials are recognized nationally. Those technicians are HM2 William Worthley, left, HM3 Devin Fleming, center, and HM3 William Roots, right.*

## Life’s Lesson...

The road to success is always under construction.

# Tis The Season For Cold and Flu Prevention

By Martha Hunt, MA CAMF  
Health Promotions Coordinator  
Robert E. Bush Naval Hospital

**G**et ready to fight off infection. Colds and flu are the leading cause of visits to the doctor, leading cause of school absenteeism and the leading cause of missed work.

Here are some common Cold versus Flu Questions and Answers:

## *What is the difference between a cold and the flu?*

The flu and the common cold are both respiratory illnesses but they are caused by different viruses. Because these two types of illnesses have similar flu-like symptoms, it can be difficult to tell the difference between them based on symptoms alone. In general, the flu is worse than the common cold, and symptoms such as fever, body aches, extreme tiredness, and dry cough are more common and intense. Colds are usually milder than the flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations.

## *How can you tell the difference between a cold and the flu?*

Because colds and flu share many symptoms, it can be difficult (or even impossible) to tell the difference between them based on symptoms alone.

Special tests that usually must

be done within the first few days of illness can be carried out, when needed to tell if a person has the flu.

## *What are the symptoms of the flu versus the symptoms of a cold?*

In general, the flu is worse than the common cold, and symptoms such as fever, body aches, extreme tiredness, and dry cough are more common and intense. Colds are usually milder than the flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations.

Wash your hands. Use soap and warm water. Wash all of your hand surfaces, including your wrists, and wash for at least 10 seconds. Use the towel to turn off the water faucets so you don't re-contaminate yourself with cold and flu viruses.

Cover your nose and mouth when you sneeze and cough. Didn't your Mom teach you this as a kid? Well, she was right. Covering your mouth and nose when you sneeze or cough prevents you from giving your flu or cold to someone else.

Clean and disinfect high traffic areas in your home. The kitchen, bathroom, and kids areas are high contamination areas in your home. By keeping them clean and disinfected, you kill most of the viruses causing the flu.

An easy to make disinfecting solution is 1/4 cup of bleach in

one gallon of warm water. However, if using a bleach solution on children's toys, use only one tablespoon of bleach in one gallon of water. Remember... never mix bleach and ammonia as a cleaning solution as this creates poisonous vapors.

There is no cure for a cold or the flu but many over the counter medications may help relieve symptoms. Ask the pharmacy for more information.

Suggestions for treating a cold or the flu:

- \* Get plenty of bed rest
  - \* Drink lots of fluids, but avoid caffeinated beverages.
  - \* Take a safe pain reliever for headache and fever. Always ask a health care provider before giving any pain medication to children under the age of 2 years.
  - \* Follow your provider's guidance on the use of over the counter medications for congestion, cough or nasal discharge
  - \* For flu, a flu vaccination can help prevent flu or lessen the severity if you do get it.
  - \* Taking large doses of Vitamin C has never been proven to help prevent colds or the flu. In fact, taking too much of any vitamin or supplement can be harmful. Ask the pharmacy about safety of any vitamin or supplement before taking it.
- The best way to prevent getting a cold or the flu is by basic good hygiene. Your mom told you to cover your mouth and wash your hands for a reason; so you would be healthier and happier.

## Seasonal Flu Shots at Hospital Clinics

Flu shots and the flu mist are available Monday, Tuesday and Wednesday from 8 to 11:30 a.m. and 1 to 3:30 p.m. and Thursdays from 9 to 11:30 a.m. and 1 to 3:30 p.m.

All beneficiaries eligible for care at the Naval Hospital are invited to come by and receive their immunization.

## West Nile Virus...

*Continued from page 1*

(about 1 in 150) who get infected with West Nile virus can develop a severe disease called West Nile encephalitis or West Nile meningitis.

Symptoms include headache, high fever, stiff neck, mental confusion, muscle weakness, tremors, convulsions, coma and paralysis.

These symptoms may last for several weeks and neurological effects may be permanent. Contact your Primary Care Provider if you develop any of

these symptoms. "Most people who get West Nile virus don't feel sick, but it can lead to a serious illness," said Griffith. "It is important that you contact your health care provider if you develop any symptoms," she added.

"You can protect yourself and your family from West Nile virus infected Mosquitoes by removing any standing water," Griffith said. "Mosquito larva can survive anywhere water may be pooled, such as un-kept

swimming pools at vacant properties, old tires or from around the leaking sprinkler system in your yard," she added.

"Prevention is the best way to keep from getting sick," Griffith said.

The Preventive Medicine Department at Robert E. Bush Naval Hospital will be surveying the Combat Center looking mosquitoes when they are most prevalent. This will include identifying and testing of any mosquitoes that are found. If you have any questions please contact Lt. Shelley A Griffith at 760-830-2474 or by email at shelly.griffith@med.navy.mil



In The Spotlight...



*A pair of Robert E. Bush Naval Hospital physicians recently obtained their certifications in Family Medicine, Lieutenant Lisa Gibson, left, of Upland, Calif. And Lieutenant Janelle Marra, right, of Lakeville, Mass. Both stated that it is important for doctors to be certified in their specialty so they have the latest medical knowledge which is a great benefit for their patients. Certified Family Medicine physicians must renew their certifications every 10 years.*



*A former U.S. Army trained laboratory technician decided to move from Fort Irwin, Calif., to this hospital to advance in his chosen profession. Mr. Steve Romero who currently holds the position of Quality Assurance Coordinator in the hospital's Laboratory Department recently obtained his Technologist/Licensure from the American Society of Clinical Pathologists.*



*The Surgical Services Directorate and The TRICARE Operations/Utilization Management Departments were recently honored at luncheons hosted by the Naval Hospital's Command Suite. Captain Ann Bobeck, Commanding Officer of the hospital pointed out that the Main Operating Room staff, above, has seen a dramatically increased case volume since January... 30-40 additional cases each month as compared to last year's numbers. Bobeck also pointed out that the leadership and staff of Surgical Services is constantly improving the OR to provide a state of the art experience for both staff and patients.*

*Captain Bobeck highlighted the accomplishments of the TRICARE Operations/Utilization Management Departments, below, for their timely processing and management of all referrals for the hospital's patients. She also pointed out that the Case Managers have actively and successfully managed and extremely high case load of 80 patients each... the standard patient load would be 30. Hospital Corpsman Henry Bueno was presented with a command coin in recognition of his quick grasp of department tasks and responsibilities as the backup Health Benefits Advisor.*

